

“Final Reflections”

Communication skills are part of **WIC Connects One to One**. This fall our focus is **reflective listening**, which is **restating an aspect of what a person has said** to gain clarity, keep the person engaged in the conversation, or to help the person shift their own thoughts or understanding. Here is a “booster” activity to help you practice reflective listening before we move on to the next skill - Open-ended questions.

There are **two types of reflections, simple and complex**.

- **Simple reflections are short statements that reflect the content or emotion** of what the person said. You can choose which element or aspect to reflect back.

If a pregnant woman said: I know everyone says breastfeeding is the best, I’m just not sure it’s for me...

A reflection is: People have been talking to you about breastfeeding.

- **Complex reflections go beyond what was said and offer a new perspective**. There are **several types** of complex reflections:

- **Amplified** - the person’s statement is taken to the extreme.
For example (using the breastfeeding statement from above), You would never consider breastfeeding your baby, it’s not for you.
- **Double-sided** - reflects back the ambivalence or pros and cons.
On the one hand you aren’t sure it’s for you, and on the other hand you’ve heard that breastfeeding is best for your baby.
- **Guessing the unexpressed** - guess at what is underlying the statement.
You hear different things from different people.
- **Affective (feelings)** – reflect back the feelings or emotions expressed.
You feel confused about this.
- **Continuing the paragraph** - the listener finishes the statement.
...So you aren’t sure which way you’ll go when it comes to breastfeeding.
- **Metaphor** - uses a metaphor to restate the person’s statement.
You’re on the fence.

Directions:

1. Read the statement on the page provided, finish writing the statement, and then write a reflection for that statement.
2. You choose what type of reflection you will try – simple or complex. You can choose one of the types listed above to practice as well.
3. Try practicing reflections this week in your conversations. How do you feel this communication skill can help you at work or in your personal life?

Simple Reflections reflect back content or emotion. Complex Reflections go beyond what is said and can offer a new perspective and may shift a person's understanding or feeling about the situation.

You get a call from a retailer who says:

I know WIC is about good nutrition, but _____.

Your reflection:

You get a call from a client who says:

I don't know why the checker wouldn't let me get _____.

Your reflection:

You ask a co-worker for help with a high priority project with a short deadline and _____.

Your reflection:

You get a call from a client who says:

The clinic told me to call you. They won't give me the _____.

Your reflection:

You talk to a client who says:

I want to feed my family better, but my kids don't like _____.

Your reflection:



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7% Passive

59.7 Reading Ease

7.9 Grade level